



### **Hak cipta dan penggunaan kembali:**

Lisensi ini mengizinkan setiap orang untuk mengubah, memperbaiki, dan membuat ciptaan turunan bukan untuk kepentingan komersial, selama anda mencantumkan nama penulis dan melisensikan ciptaan turunan dengan syarat yang serupa dengan ciptaan asli.

### **Copyright and reuse:**

This license lets you remix, tweak, and build upon work non-commercially, as long as you credit the origin creator and license it on your new creations under the identical terms.

## **CHAPTER II**

### **COMPANY GENERAL INFORMATION**

#### **A. Company's Profile**

Grandkema ng Hotel was built on April 24, 1974 with 100 rooms and originally named "Kemang Hotel". This hotel quickly a popular accommodation for tourists from abroad is offered come to Jakarta for business purposes. At the time, area the seafront is famous for its row of trees and is called by a tropical plant called "Kemang".

Kemang has remained a business and repeat destination and high-class residential areas for local and expatriate communities. In 1995 Kemang Hotel did the first the renovation. This hotel more than 204 with additional facilities to meet customer expectations. After an operand year increased, in 2004 hotels start the most interesting transformation period. Hotel repairs and changed to "Grand Kemang", with the motto "Color Your Word".

In a new company, the first Recapital Asset Management Grand Kemang introduces as a modern, contemporary and residential hotel with 204 rooms and apartments with luxurious amenities and architectural style new. Grand Kemang last renovation will be completed in 2006 along with the preamble for the early preparations for Adults, Young, in the heart. Company Address: Hotel Grand Kemang Jakarta PT Kemang Jaya Raya Jl. Kemang Raya RT.14 / RW.01, Bangka, Kec.Mampang Prapatan South Jakarta 12730 Telephone: (021) 7194121 Fax: (62-21) 7194131 / (62-21) 7194151.

## 1. Facilities

In hotel industry, facility is one of the most important things. Grandkemang Hotel Jakarta provides 203 guest rooms and residences offer twin or king bed type, that divided into:

### a. Deluxe Room



Figure 2.1  
Deluxe King & Twin Room

The standard rooms that provided by Grandkemang Hotel Jakarta called Deluxe Room that divided into 2 types of bed which Twin size and King size.

### b. Grand Deluxe Room



Figure 2.2  
Grand Deluxe Room

Next type of room after the standard room, which called Grand Deluxe Room that slightly larger than the deluxe room

c. Junior Suite



Figure 2.3  
Junior Suite Room

Next type of rooms is called Junior Suite Room, providing a separate living room area and a bathtub completed with shower combos on the bathroom area.

d. Executive Suite



Figure 2.4  
Executive Suite Room

Grand Kemang Hotel Jakarta also provides an Executive Suite Room that represent a totally different level of luxury with a separate living room area including a private bar and kitchenette.

e. One Bed Residence Suite

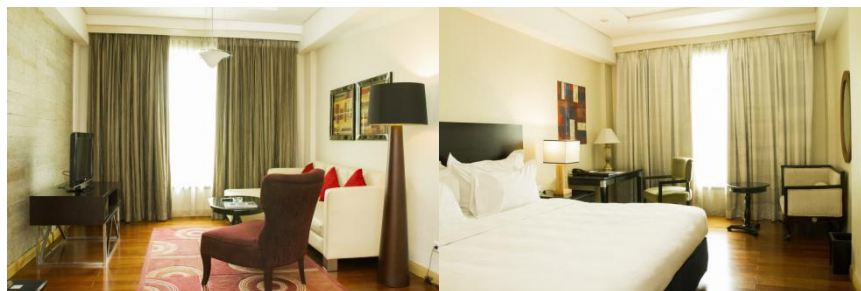


Figure 2.5  
One Bed Residence Suite

Next after the Executive Suite, Grandkemang also provide One bed Residence Suite room to their guests. Each one bedroom residence has a separate living room area including a private bar and kitchenette with electric stove and refrigerator.

f. Two Bed Residence Suite



Figure 2.6  
Two Bed Residence Suite

Up next after One Bed Residence Suite, Grandkemang provide Two Bed Residence Suite that really suites and ideal for families because consisted with two bedrooms. Also has a separate living room area including a private bar and kitchenette with electric stove and refrigerator.

g. President Suite



Figure 2.7  
President Suite

The higher room type of Grandkemang Hotel Jakarta is called President Suite that serve a premium and high quality of amenities and facilities that designed for heads of state and dignitaries. Besides of seven types of rooms provided, this hotel also provides some function hall or meeting room to their guests, which divided into:

a. Business Centre

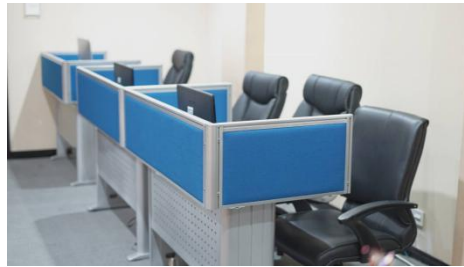


Figure 2.8  
Business Centre

b. Allura Room



Figure 2.9  
Allura Room

c. Aqua Room



Figure 2.10  
Aqua Room

d. Zendar Room



Figure 2.11  
Zendar Room

e. Wiva Room



Figure 2.12  
Wiva Room

Grandkemang Hotel Jakarta also provides food & beverages services to their guest such as:

a. Sparca Lounge



Figure 2.13  
Sparca Lounge



Sparca Lounge located at the lobby area that has seating capacity for up to 65 persons. Open daily from 6 in the morning until midnight.

b. Sperta Restaurant



Figure 2.14

Sperta Restaurant

The main restaurant of Grandkemang hotel is called Sperta Restaurant. Serve all day International and Indonesian dining specialities. Open daily from 6AM-11PM.

c. The Stanford Arms Bar

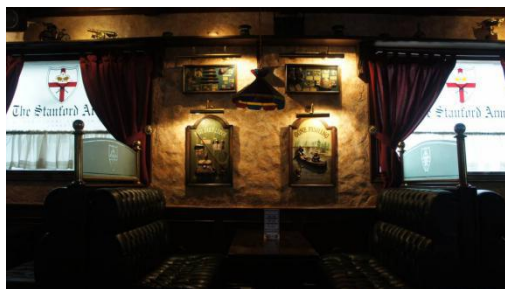


Figure 2.15

The Stanford Arms Bar

The Stanford Arms Bar is the main bar of Grandkemang Hotel Jakarta. Open daily from 8PM - 2AM.



For fulfilling the guest leisure needs, Grandkemang also provides some other facilities to their guests, such as:

a. Swimming Pool



Figure 2.16  
Swimming Pool

b. Gym Centre



Figure 2.17  
Gym Centre

Grandkemang also has a gym for healthy sports. Various kinds of exercise equipment are available to keep you fit. Located in the lobby overlooking the swimming pool. Open every day starting hours 7 am to 10 pm

c. D'spa



Figure 2.18

D'Spa has aromatherapy with various fragrances and treatments specifically like Lulur (traditional body scrub). Located on the Second Floor and open everytime The day starts at 10:00 - 22:00.

## B. Organizational Structure of The Company

As one of the four stars hotel in Jakarta, The Grandkemang Hotel has an organizational structure to specify the duties and responsibilities of each hotel department. The following is the chart of The Grandkemang Hotel Organizational.

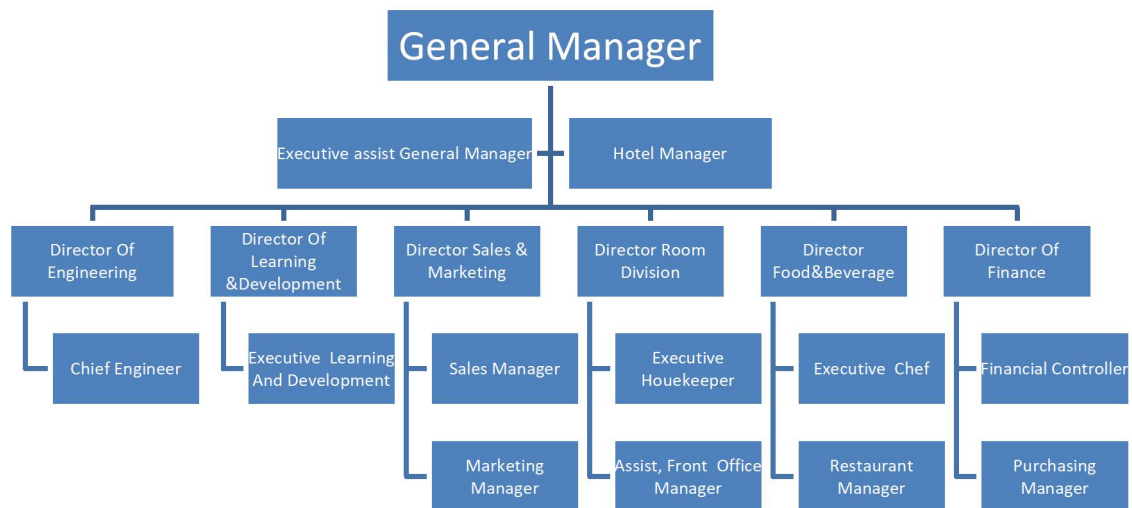


Chart 2.1 Grandkemang Hotel Organizational Chart

### C. Housekeeping Organizational Structure

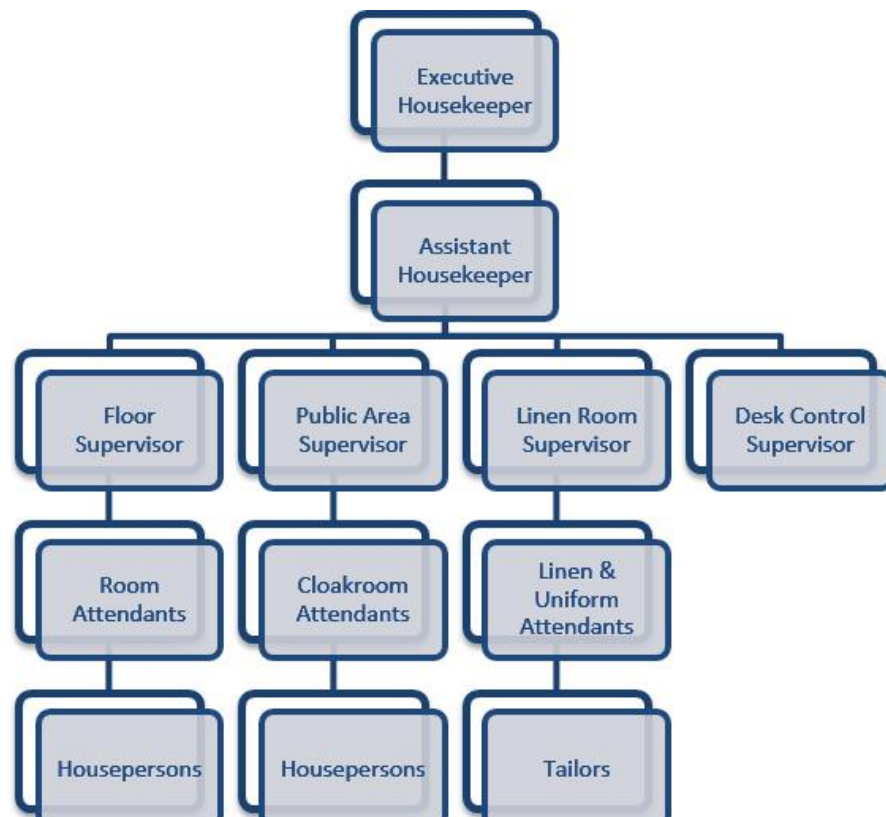


Chart 2.2 Housekeeping Department Organizational Chart

#### Duties and Responsibilities:

##### a. Job Description of Executive Housekeeper:

- 1) Prepare the job description and standard operating procedure Housekeeping.
- 2) Assigning and directing tasks that employees must do in the Housekeeping section.
- 3) Create training programs (training programs) for all employees.

##### b. Job Description of Assistant Manager:

- 1) Give assignments and assignments to tasks that must be performed by employees in Housekeeping and ensure that the work is carried out in accordance with specified standards.
- 2) Arrange work schedules that are adjusted to the conditions and the order specified at the room occupancy rate

- 3) Assist Executive Household Helper in the care and repair program that is the responsibility of the Cleaning area, especially in the guest rooms and public areas.
- c. Job Description of Floor Supervisor:
- 1) Perform routine checks on the process of applying linen / uniform maintenance and storage.
  - 2) Monitor the loss and hit and make sure the procedure goes according to what has been determined.
- d. Job Description of Public Area Supervisor:
- 1) Responsible for the cleanliness of public areas in accordance with hotel standards.
  - 2) Give direction to the tasks that must be carried out by the Public area Attendant, Night Cleaner, Toilet Attendant, Florist that the implementation of work is carried out according to standards..
  - 3) Handing over with the previous shift at the start of work, and handing over with the next shift when completing the task and delegating tasks that must be continued to the next shift.
- e. Job Description of Linen Room Supervisor:
- 1) Arrange work schedules
  - 2) Supervise and control linen sent to each floor and F&B outlet.
  - 3) Make linen and uniform reports and data submitted to Ast EHK.
- f. Job Description of Desk Control Supervisor:
- 1) control all the work in progress carried out by the room attendant
  - 2) report all work to the housekeeping executive.
  - 3) Check the condition of the room and report on the status of the room in accordance with existing inspections.
- g. Job Description of Room Attendant:
- 1) Accept the duties and directions of the Supervisor.
  - 2) Handing over from room attendant night shift, morning shift and evening shift
  - 3) Prepare trolley with work equipment, guest supplies, cleaning supplies and linen for each floor station (room attendant night shift is performed)

h. Job Description of Cloackroom Attendant:

- 1) serving by answering customers about hotel facilities, setting different F&B outlet times, spas and other general policies and hotel facility procedures.
- 2) Help the household department to encourage cleanliness standards, guest services, and staff relations between departments.
- 3) duty to inspect, clean, and refill all public toilets, rooms.

i. Job Description of Linen and Uniform Attendant:

- 1) Check the linen that will be sent to the room attendant
- 2) Conduct an inventory on a regular basis
- 3) Make missing linen reports

j. Job Description of House-person:

- 1) Cleaning the back office, after office hour and employee rooms.
- 2) Help remove trash and dirty linen from the room attendant trolley

k. Job Description of Tailor:

- 1) Put a code mark on the uniform according to the name of the owner, as well as which department is approved by the employee
- 2) Save and maintain employee uniforms
- 3) Serve exchange of dirty uniforms with clean uniforms